

Fig. 1

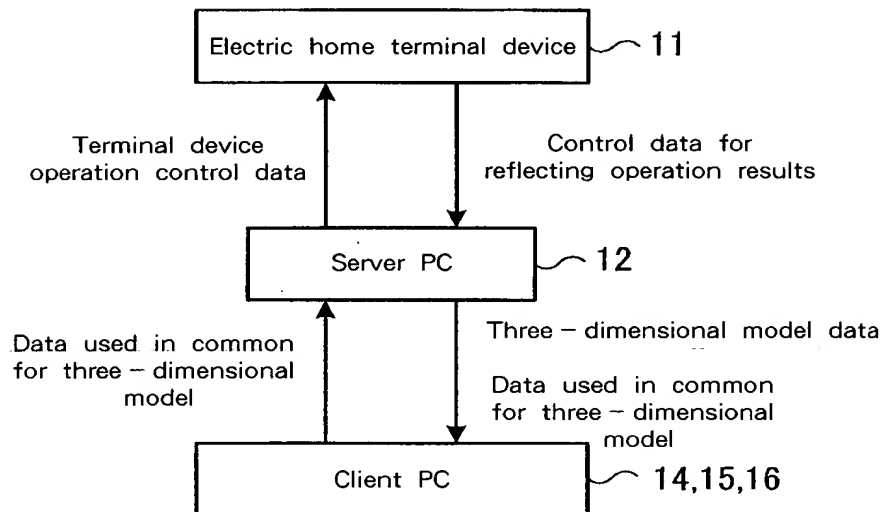


Fig. 2

Software configuration

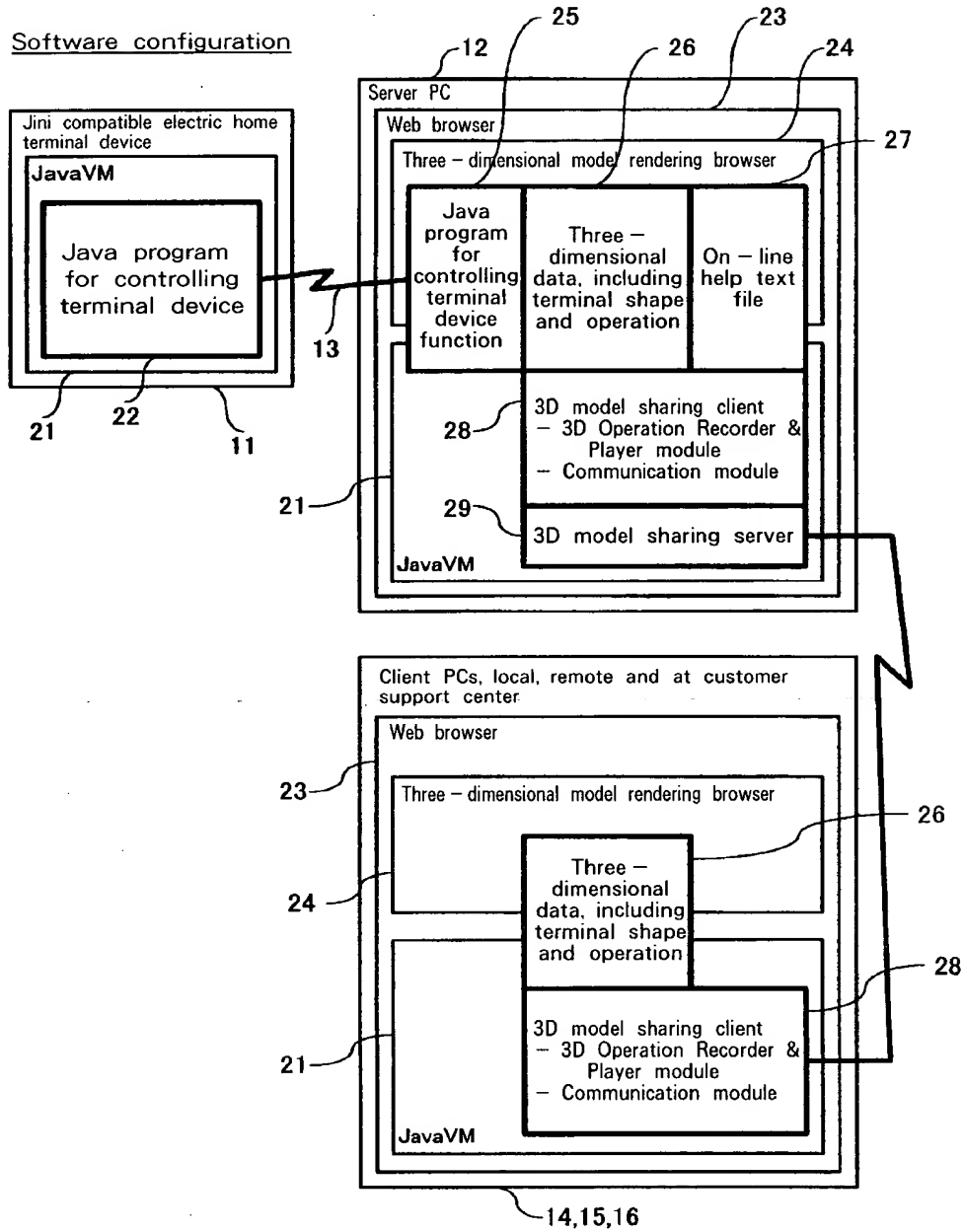


Fig. 3

Data transmission

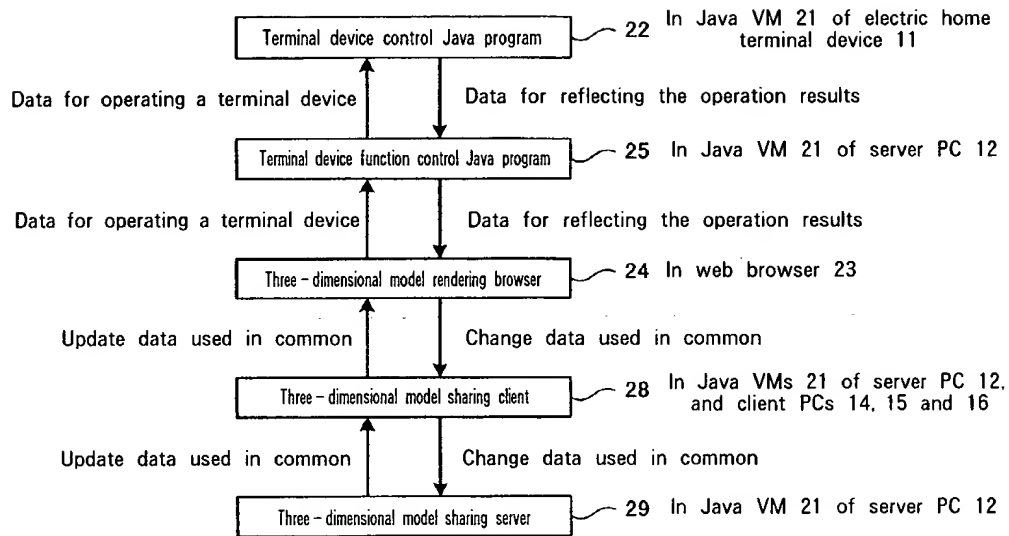


Fig. 4

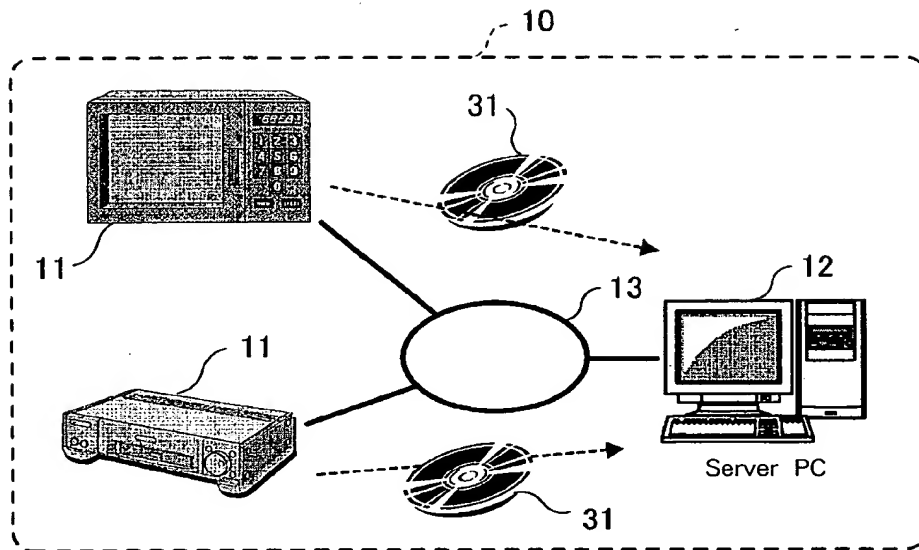


Fig. 5

Procedures in server PC 12

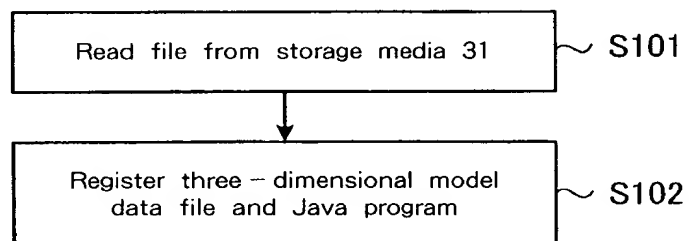


Fig. 6

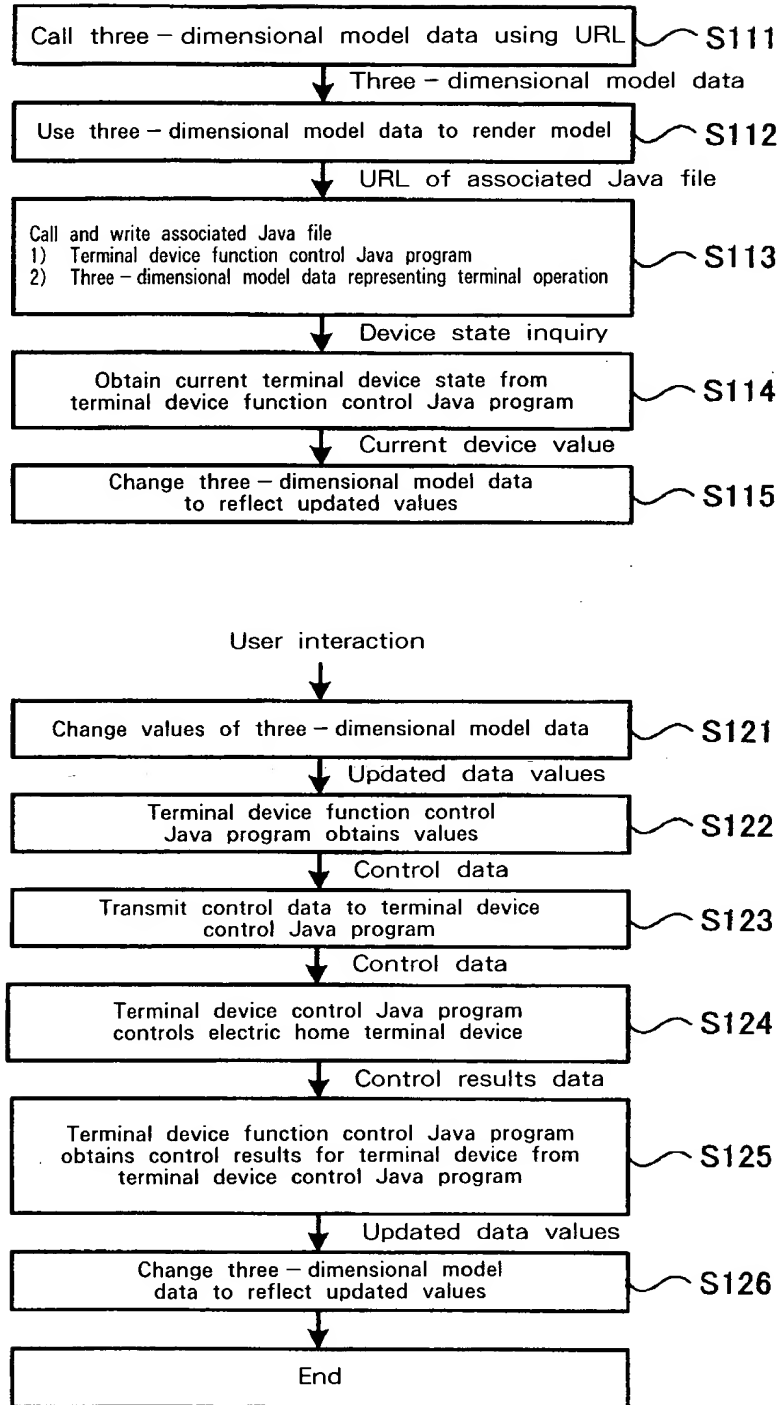
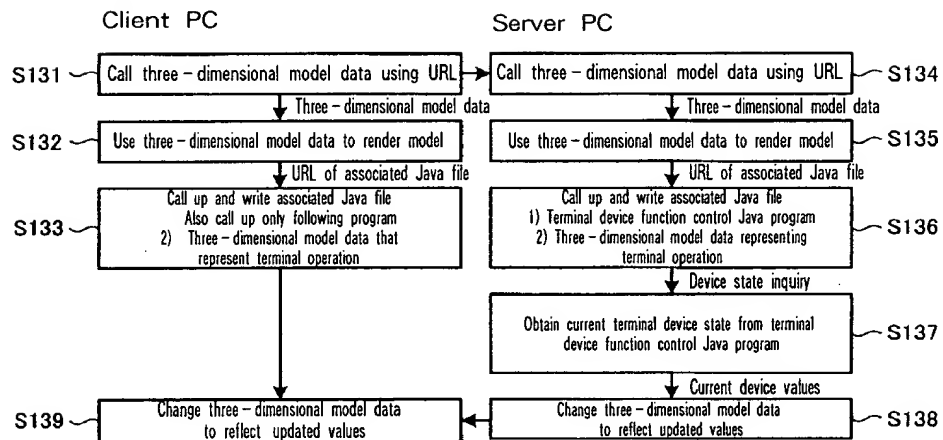
Processing by server PC

Fig. 7

## Processing by client PC



## Interaction from user

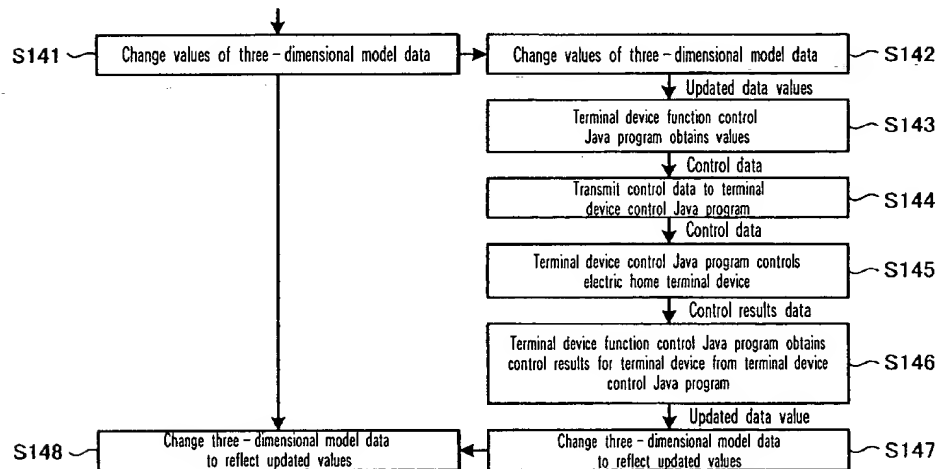


Fig. 8

Customer support center

Client PC at customer support center Server PC

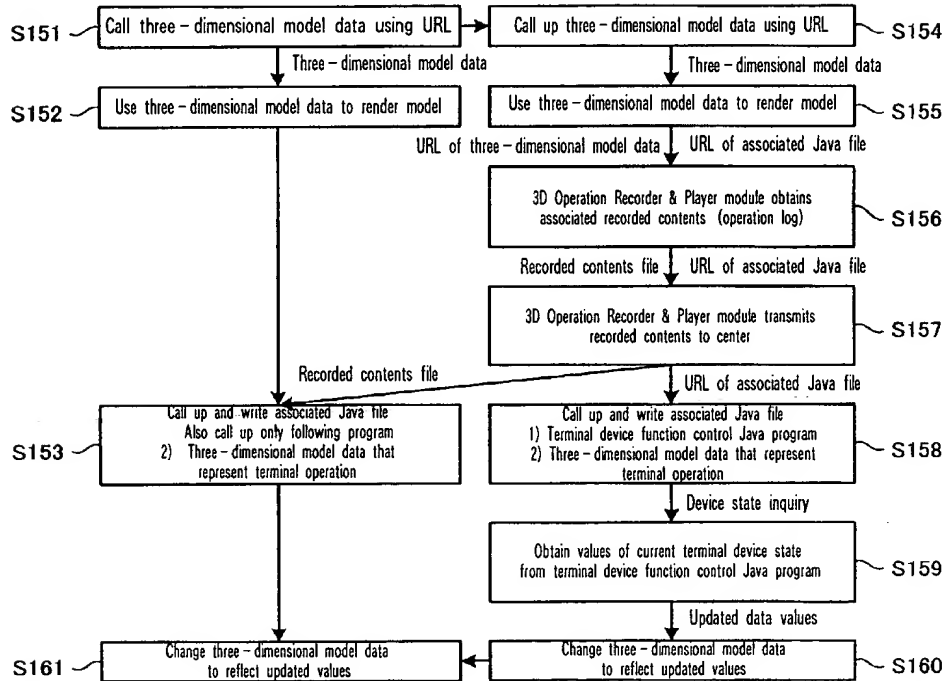


Fig. 9



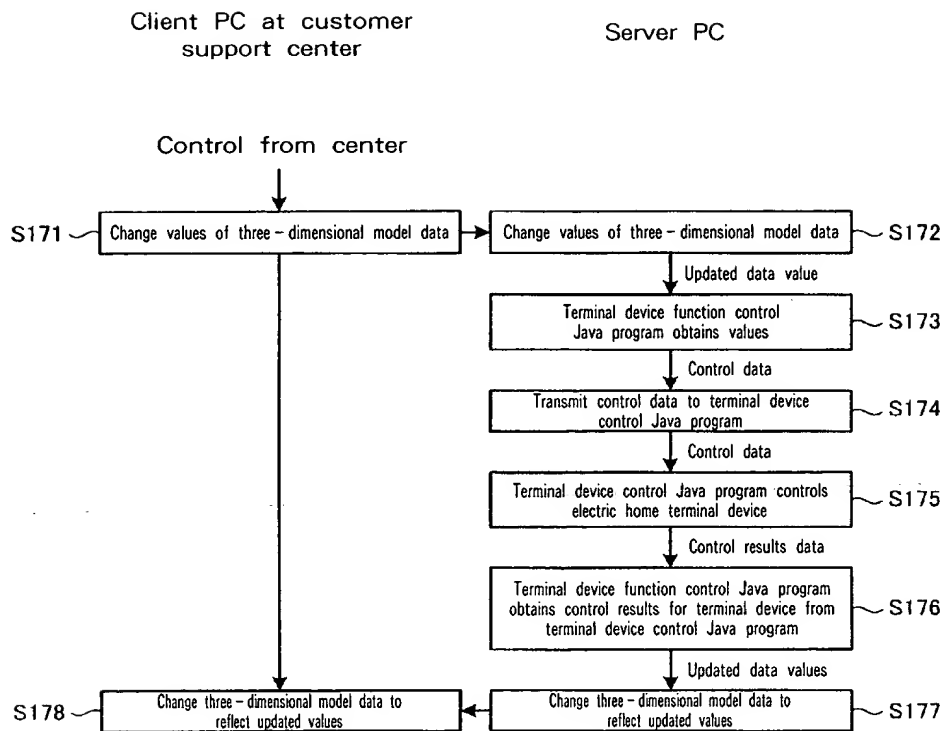


Fig. 10

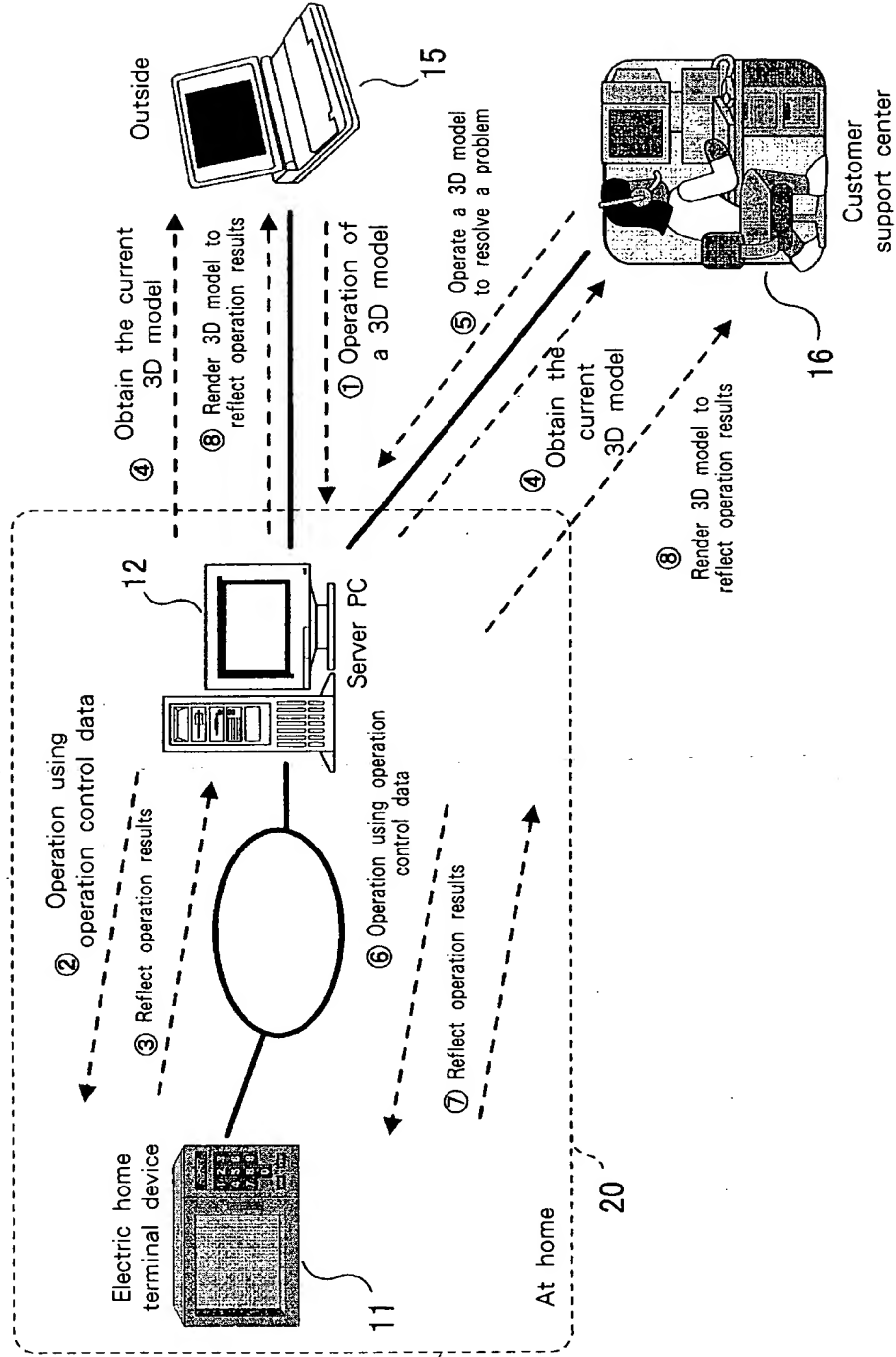


Fig. 11

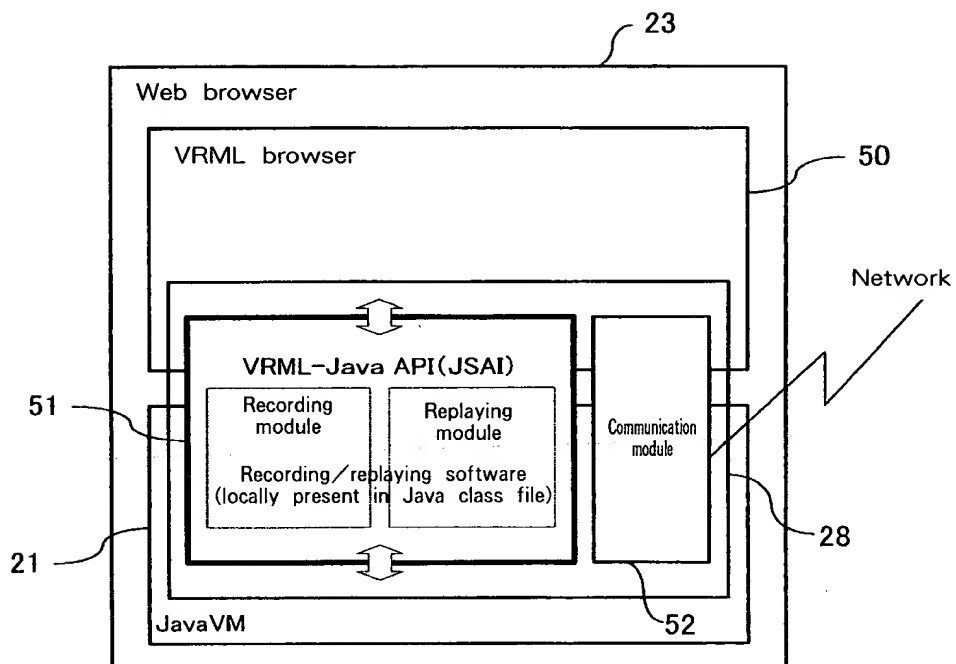


Fig. 12

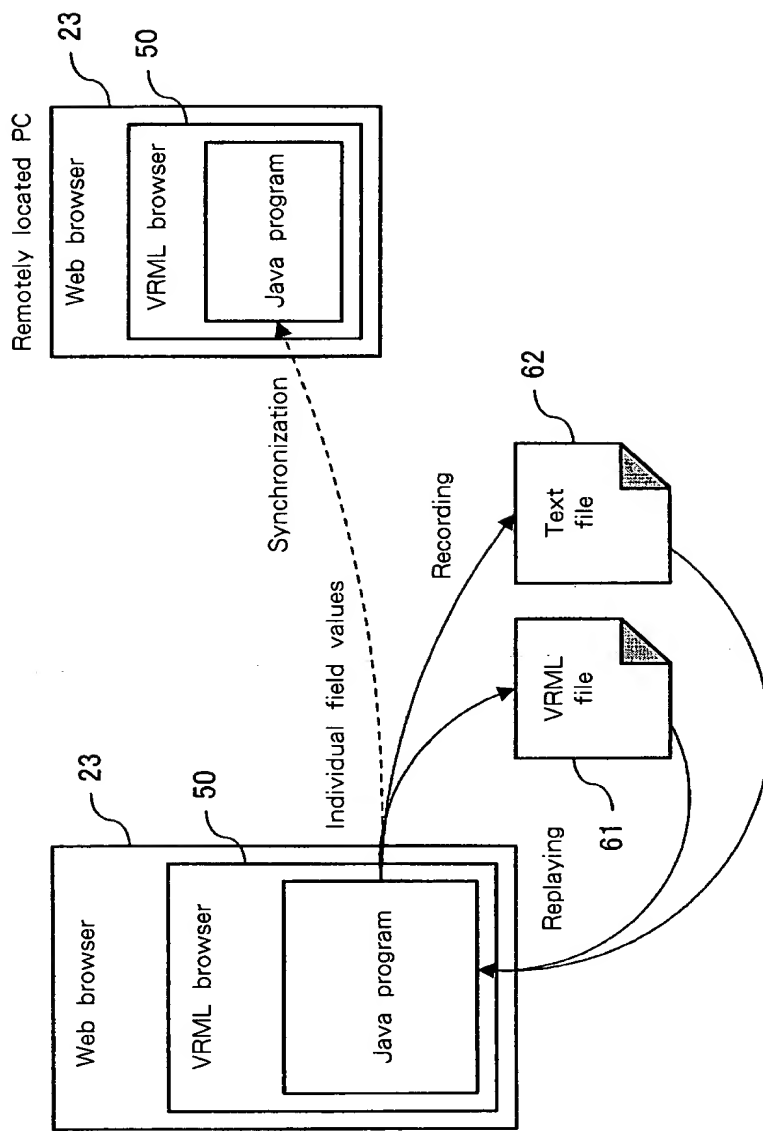


Fig. 13

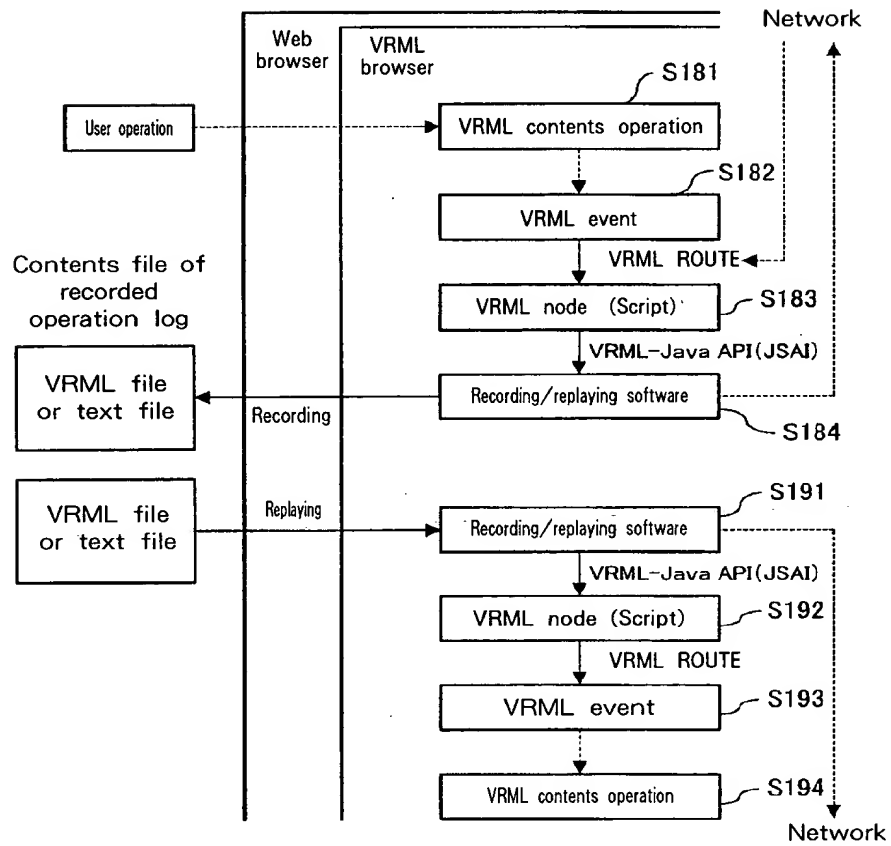
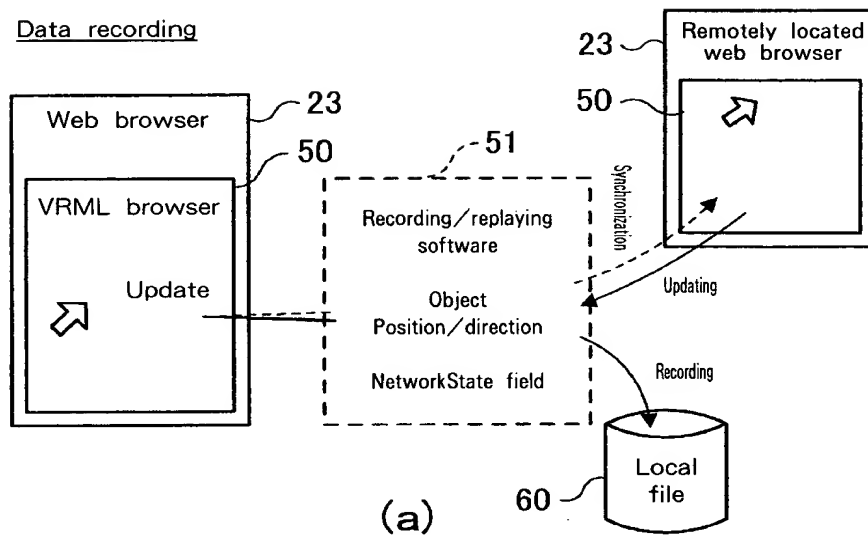


Fig. 14

Data recording



Replaying of operation event

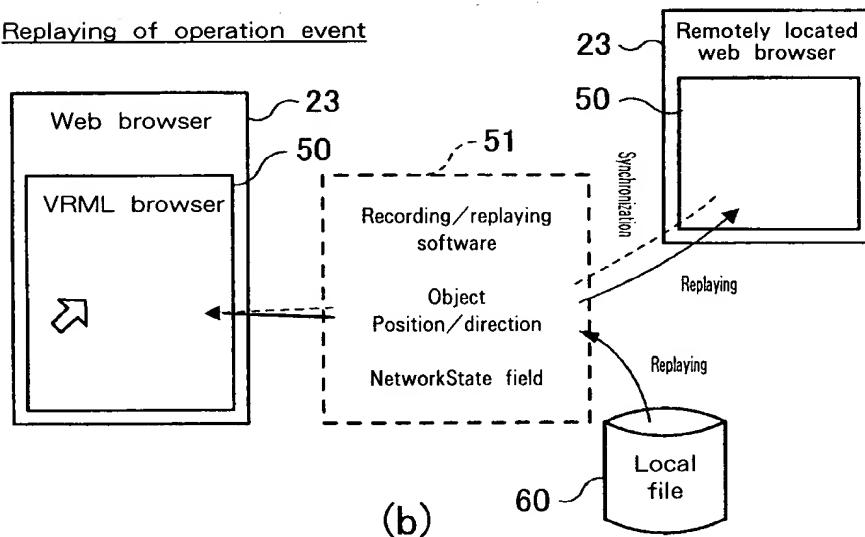


Fig. 15

Processing by recording/replaying software

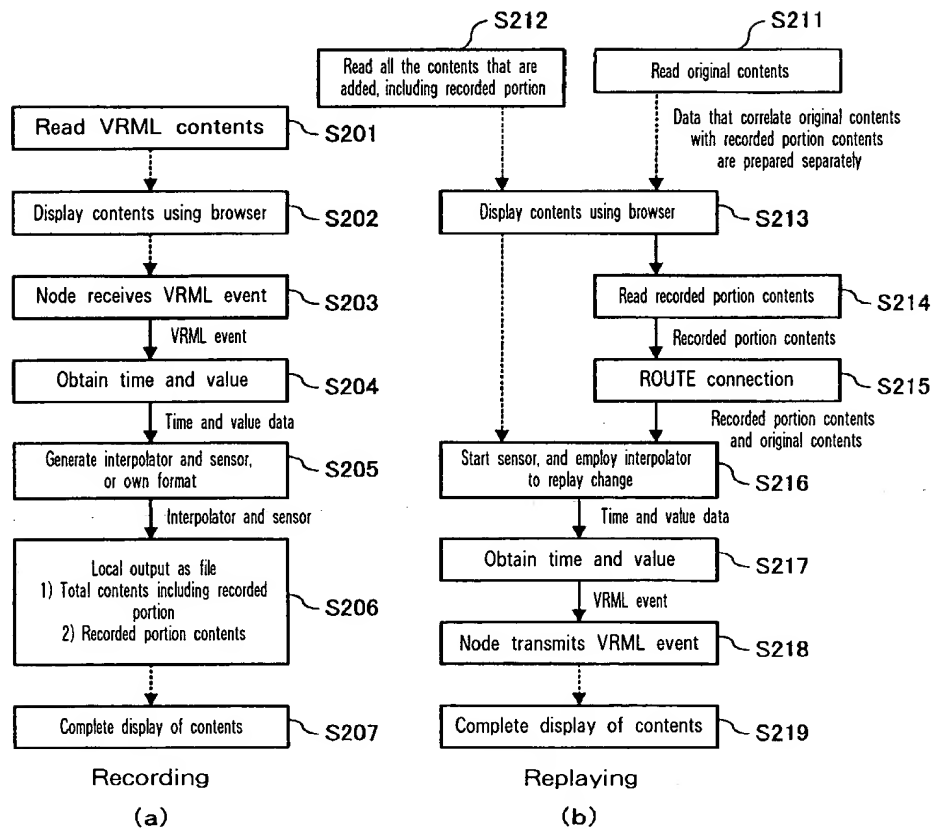


Fig. 16